



IT Records Management

BOX TRANSFER PROCEDURES

The following is a step-by-step description for transferring records to the Records Center. Please note that **we can no longer accept any files for storage unless this procedure is followed**. If you would like to transfer any files from your department to the Records Center for storage, you must do the following:

1. Complete the attached **Request for Transfer** form. *Note: **Description and date range sections must be completed. Collin County policy requires that we use the Texas State Library local government schedules for our retention periods.*** The Texas State Library schedules are available from Records or can be viewed online at www.tsl.state.tx.us/slr/recordspubs/index.html.
2. Forward the completed **Request for Transfer** form to the Records Center. The form must be submitted as an IT Service Desk ticket. To use the IT Service Desk ticket click on IT Service Desk on the MYCC page, login using your employee ID and password, select add new ticket, and fill out the form as shown below. Please ensure you are in the Records Request Workspace by clicking the workspace drop-down menu in the upper right corner of the screen. (Circled in red below)

NOTE: Selecting Records Request as the workspace ensures that your request will immediately be routed to Records staff who monitor the IT Service Desk ticket system during normal County business hours.

dcapit-footprint/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=23157&USER=e009823&MRP=07aHf5d&CUSTOM=e009823&NEWSTATUS=_REQUEST_&PROJECTID=10

SEARCH
Advanced

You are in the **Records Request** workspace.

Home New Request Globals Reports Knowledge Base

SAVE Help

Submit a new Request

Title*
File Request

Your Personal Information*

Description*

Description*

File Requested for:
Public, John Q - DOB 9/9/1985 - Case #XX-XXXXX-XX

Attachments

Notifications

SAVE

3. Once this form is received, we will determine if there is sufficient space to accommodate your request. Once the transfer is approved, the Records Manager will complete the bottom portion of the **Request for Box Transfer** form and you will be contacted by phone, fax or email. Once you receive approval notification of your request, you must contact the Sheriff's office SCORE crew supervisor at x5090. They will establish a time to have the files transferred from your office to the Records Center.
4. Attached you will find a copy of the **Request for Box Transfer** form. Please make additional copies as needed. You will also find attached a **Storage Procedures Memo**. Please review this memo on the correct procedures for sending boxes for storage and scanning.

Thank you for your cooperation in this matter. Should you have any questions concerning this memo or questions concerning the state guidelines, please contact the Records Manager at x5562.